

tiLly {today i Learned} BOT

Engage, Upskill and Support Learners from within Microsoft 365 Teams



ADOPTION

365Tribe specialise purely in Adoption and Change Management solutions and services for Microsoft 365. Their dedicated Team of Experts live and breathe helping Global clients embrace modern workplace and maximise their investments.



DIGITAL CHAMPIONS

365Tribe's unique and highly developed Digital Champions programmes are renowned for quickly and effectively recruiting, engaging and enabling a network of change agents. This crucial

pillar of your adoption journey is managed and cultivated by 365Tribe to ensure you have the best Champions in the business.

365tribe.co.uk/your-champions

Microsoft
Partner



ADOPTION. **CHAMPIONED**

At-a-glance:

Partner: 365Tribe

Website: www.365tribe.co.uk

Country: UK

Industry: IT

Products and Services: M365 Engagement & Champion Programmes

Challenges

365Tribe identified the need to further connect Champions to the user base. They wanted users to be able to easily locate a Champion to have their Microsoft 365 questions answered, whilst providing on-demand structured learning content to users outside of the Champions community. 365Tribe also required a retention strategy to support programme continuity.

Partner Solution

365Tribe partnered with Tilly Group to leverage the Tilly BOT, and create a unique fully integrated Champ BOT as part of the programme, adding a managed Microsoft 365 Q&A service to the catalogue of short videos to help users learn more about the chosen subject. In addition to searching the Q&A and videos, The Champ BOT gives the users the ability to 'Ask a Champion' and receive detailed and organisation specific answers, from the trained Champion network, right from within their M365 Teams App.



“Partnering with Tilly Group made perfect sense, our client base are now benefiting from being able to further educate their users, whilst seeing vast reductions in support tickets. Our Champions can really showcase their knowledge and skills for the benefit of the organisation. Furthermore, licensing the Champ BOT on an annual basis builds client retention and allows us to continue to support them after the programme delivery”

Zoe Watson, Director, 365Tribe


Client Benefits

- Allows 24/7 access to Microsoft 365 Q&A and Digital Video Assets
- Ability to organically build a company-specific Q&A – securing tacit knowledge
- Provide access to previously unstructured content
- Plug knowledge gaps
- Connects users to a Champions network
- Provide L&D insight and reporting
- Ability to receive a managed service within their own M365 Teams environment

Contact Us:

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Learn More

 www.tillygroup.co.uk